



COUNTY OF ERIE

POSITION ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: July 24, 2015

CLOSING DATE: August 7, 2015

COUNTY TITLE: SWITCHBOARD RECEPTIONIST

PAY GRADE: 106

(Civil Service Class Code-Position Number; Job Title: L0032-0004; Clerk Typist 2)

BARGAINING UNIT: AFSCME C/T

DEPT: Human Services/OCY-Support

(SENIORITY POSITION: YES)

154 W. 9th St., Erie, PA 16501

PAY: \$9.97/hour \$19,442/annual - Minimum
\$17.55/hour \$34,223/annual - Maximum

HOURS PER WEEK: 37.5
Mon-Fri, 8:30 a.m. to 5:00 p.m.

*****THIS IS A REGULAR, FULL-TIME, CIVIL SERVICE POSITION*****

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position should submit a County Employment Application, Bid Form and Resume stating their qualifications to: Human Resources Dept., Erie County Courthouse, 140 West Sixth Street, Suite 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm. **Application materials must be received by or postmarked on or before: Friday, August 7, 2015.**

JOB APPLICATION PROCEDURES, APPLICATIONS AND BID FORMS CAN BE FOUND BY GOING TO THE www.eriecountypa.gov WEB ADDRESS AND SELECTING THE "VIEW JOB POSTINGS" LINK ON THE HOME PAGE. COMPLETED FORMS CAN EITHER BE HAND DELIVERED OR MAILED TO THE HUMAN RESOURCES DEPT. ADDRESS LISTED ABOVE, OR, FAXED TO HUMAN RESOURCES @ (814) 451-6484.

Inquiries related specifically to job duties may be directed to Michelle Sweet @ (814) 451-7205. All other inquiries may be directed to Jaynette Simmons @ (814) 451-6852.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY. IF YOU ARE CONTACTED FOR AN INTERVIEW AND NEED ACCOMMODATIONS FOR THE INTERVIEW DUE TO A DISABILITY, PLEASE ADVISE THE INTERVIEWER OF THE ACCOMMODATIONS YOU REQUIRE WELL IN ADVANCE OF THE INTERVIEW.

ALL NEW HIRES IN THE DEPARTMENT OF HUMAN SERVICES ARE REQUIRED TO PROVIDE AND ARE SUBJECT TO PENNSYLVANIA CRIMINAL AND CHILD ABUSE CLEARANCES AS WELL AS AN FBI FINGERPRINT CLEARANCE.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

All applicants must meet the Pennsylvania residency requirement and must also meet the minimum experience and training (METs) required for the job. The METs for this position are: Six months as a Clerk Typist 1 and educational development to the level of eighth grade; **OR**, Completion of a high school business curriculum which included at least one typing course; **OR**, Any equivalent combination of experience and training.

Applicants must also be:

1. Within reach through the Rule-of-Three process on the current PA State Civil Service List of Eligibles for a Clerk Typist 2.

(continued on reverse)

DUTIES/RESPONSIBILITIES:

This position of Switchboard Operator/Receptionist serves as an operator/receptionist in the Department of Human Services/Office of Children and Youth Support Services – Clerical Unit. Responsibilities include projecting a positive image for the Department of Human Services/Office of Children and Youth, greeting and assisting visitors, answering incoming calls, taking and relaying messages, forwarding calls to the appropriate staff, paging staff members and placing outgoing calls for staff as requested. The position also performs a variety of clerical duties to support Agency staff.

This position requires the ability to be confidential and discreet with Agency and client information, analyze situations accurately and exercise good judgment in taking effective action, establish and maintain cooperative working relationships with all employees, greet visitors and the public tactfully and courteously, answer questions in person or by telephone in a respectful manner, and to work efficiently with frequent interruptions. Knowledge of Agency policies and procedures and the use of basic computer programs and data systems are required.

Answer a heavy volume of incoming calls on the Agency central switchboard system and provide general information or route callers to the appropriate extensions. Place outgoing calls and take messages as requested.

Monitor operation of switchboard; alert supervisor if system is not functioning properly; and, call for service as needed. Relay messages concerning problems in telephone service as appropriate.

Trains others in the use of the switchboard console and switchboard/reception procedures.

Maintain scheduling calendar for family visits in Agency visiting rooms.

Routinely performs data entry and retrieval of information from automated information systems. Make independent decisions concerning the process to be followed, the appropriateness of the information to be processed and the actions taken. Work is performed with considerable independence within standard operating procedures; however, detailed supervisory guidance and review is received for new or unusual situations and changes in operating procedures and policies.

Provides back up/relief coverage for the Department of Human Services/Office of Children and Youth Support Services Division – Clerical Unit. Provides back up/coverage for Clerk Typist 2 responsibilities when necessary. Performs other duties as assigned, which may include any tasks related to any Clerk Typist 2 position within the Agency.

*****This position is subject to the provisions of the AFSCME C/T Bargaining Unit contract***.**